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EXAMINER

COFFY, EMMANUEL

ART UNIT	PAPER NUMBER
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2157

DATE MAILED: 04/05/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/037,998	Applicant(s) DEZONNO ET AL.	
	Examiner Emmanuel Coffy	Art Unit 2157	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 January 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-38 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-10, 12-24 and 26-38 is/are rejected.
- 7) ☒ Claim(s) 11 and 25 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 03 January 2002 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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DETAILED ACTION

1. This action is responsive to the application filed on 3 January 2002. Claims 1-38 are pending. Claims 1-38 are directed to a method of "Allocating Data Communication Sessions Based Upon User Information."

Drawings

2. The informal drawings are not of sufficient quality to permit examination. Accordingly, replacement drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to this Office action. The replacement sheet(s) should be labeled "Replacement Sheet" in the page header (as per 37 CFR 1.84(c)) so as not to obstruct any portion of the drawing figures. If the examiner does not accept the changes, the applicant will be notified and informed of any required corrective action in the next Office action. Furthermore, the drawings do not detail the invention sufficiently enough to enable one of ordinary skill in the art to practice the invention.

Applicant is given a TWO MONTH time period to submit new drawings in compliance with 37 CFR 1.81. Extensions of time may be obtained under the provisions of 37 CFR 1.136(a). Failure to timely submit replacement drawing sheets will result in ABANDONMENT of the application.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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4. Claims 1-2, 8-9 and 12-14 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896.)

Landsman substantially teaches the invention including a technique for implementing in a networked client-server environment, e.g. the Internet, network-distributed advertising in which advertisements are downloaded, from an advertising server to a browser executing at a client computer, in a manner transparent to a user situated at the browser, and subsequently displayed, by that browser on an interstitial basis, in response to a click-stream generated by the user to move from one web page to the next (See abstract.)

Claim 1:

A method of establishing communication sessions through the Internet, such method comprising:

receiving a request from an Internet requester by a website for a communication session with an agent of the website; (See col. 19, lines 22-51.)

analyzing browser associated information relating to the request; and (See col. 19, lines 22-51.)

selecting an agent for the communication session based upon a content of the analyzed browser associated information. (See col. 19, lines 35-51.)

Landsman does not specifically and transparently address selecting an agent for the communication session based upon a content of the analyzed browser associated information. However, Wen goes into the details of establishing a communication session with a website agent. (See paragraphs 18 and 19.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the transfer of an internet chat session between servers disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Claim 2:

The method of establishing communication sessions as in claim 1 wherein the step of analyzing browser associated information further comprises retrieving a list of router identifiers defining a path from the Internet requester to the website.

Landsman does not specifically address retrieving a list of router identifiers defining a path from the Internet requester to the website. However, Wen unequivocally discloses such limitation. (See paragraph 27, last sentence.)(other companies imply other routers.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the list of choices available as disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Claim 8:

The method of establishing communication sessions as in claim 1 further comprising retrieving a set of shared files from a browser of the requester. (See col. 19, lines 22-46.)

Claim 9:

The method of establishing communication sessions as in claim 8 further comprising detecting a set of file extension of the shared files. (See col. 19, 22-46.)

Claim 12:

The method of establishing communication sessions as in claim 8 further comprising detecting a URL of a competitor. (See col. 20, lines 56-63.)(Fig. 1B (20) depicts third party ad server (competitor) See also col. 18, lines 36-47.)

Claim 13:

The method of establishing communication sessions as in claim 12 wherein the URL of the competitor further comprises an identifier of a webpage of a specific product of the competitor. (See col. 20, lines 56-63.)(Fig. 1B (20) depicts third party ad server (competitor) See also col. 18, lines 36-47.)

Claim 14:

The method of establishing communication sessions as in claim 13 wherein the step of selecting the agent further comprises searching for an agent with a knowledge of the specific product of the competitor.

Landsman does not specifically address searching for an agent with a knowledge of the specific product of the competitor.

However, Wen unequivocally discloses such limitation. (See paragraph 29.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the list of choices available as disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

5. Claims 3-7 and 10-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896) and in further view of Anderson et al. (US 6,684,250.)

Claim 3:

The method of establishing communication sessions as in claim 2 further comprising identifying a locale of an IP packet router in a closest relative location to the requester.

Neither Landsman nor Wen addresses the relative location of a router. However, Anderson discloses such limitation extensively. (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with documentation concerning

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the problem or product of interest by transferring the customer to the closest available server.

Claim 4:

The method of establishing communication sessions as in claim 3 wherein the step of selecting the agent further comprises identifying an agent in the identified locale of the closest relative router.

Landsman does not specifically address the relative location of a router and Wen teaches selecting an agent. However, Anderson discloses identifying a server in the identified locale of the closest relative router. (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 5:

The method of establishing communication sessions as in claim 4 wherein the step of analyzing browser associated information further comprises determining an organizational affiliation of the requester from a domain name of the request.

Neither Landsman nor Anderson addresses determining an organizational affiliation of the requester from a domain name of the request.

However, Wen discloses organizational affiliation, (See paragraph 27, last sentence) and domain name (See paragraph 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 6:

The method of establishing communication sessions as in claim 5 wherein the step of selecting an agent further comprises retrieving a list of agents qualified to service communication sessions with the determined organization.

Neither Landsman nor Anderson addresses retrieving a list of agents qualified to service communication sessions with the determined organization.

However, Wen discloses such limitation (See paragraphs 28, 29, 30, 31 and 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and

with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 7:

The method of establishing communication sessions as in claim 6 further comprising transferring a URL of the requester to the selected agent.

Neither Landsman nor Anderson addresses transferring a URL of the requester to the selected agent.

However, Wen discloses such limitation (See paragraph 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 10:

The method of establishing communication sessions as in claim 9 further comprising comparing the file extensions with a communications capability index.

Neither Landsman nor Wen addresses a communications capability index. However, Anderson discloses a confidence factor (an index). (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with the index taught by Anderson because it would provide for a confidence index for a transfer to a qualified agent with documentation concerning the problem or product of interest by transferring the customer to said qualified agent.

Claim 11:

The method of establishing communication sessions as in claim 10 wherein the step of selecting the agent further comprises searching for an agent with a communication capability index substantially equal to the requester.

This claim is objected to for being dependent upon a rejected claim.

6. Claims 15-16, 22-23 and 26-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896.)

Claim 15:

An apparatus for of establishing communication sessions through the Internet, such apparatus comprising:

means for receiving a request from an Internet requester by a website for a communication session with an agent of the website; (See col. 19, lines 22-51.)

means for analyzing browser associated information relating to the request; and (See col. 19, lines 22-51.)

means for selecting an agent for the communication session based upon a content of the analyzed browser associated information. (See col. 19, lines 35-51.) Landsman does not specifically and transparently address selecting an agent for the communication session based upon a content of the analyzed browser associated information. However, Wen goes into the details of establishing a communication session with a website agent. (See paragraphs 18 and 19.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the transfer of an internet chat session between servers disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Claim 16:

The apparatus for establishing communication sessions as in claim 15 wherein the means for analyzing browser associated information further comprises means for retrieving a list of router identifiers defining a path from the Internet requester to the website.

Landsman does not specifically address retrieving a list of router identifiers defining a path from the Internet requester to the website. However, Wen unequivocally discloses such limitation. (See paragraph 27, last sentence.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the list of choices available as disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Claim 22:

The apparatus for establishing communication sessions as in claim 15 further comprising means for retrieving a set of shared files from a browser of the requester. (See col. 19, lines 22-46.)

Claim 23:

The apparatus for establishing communication sessions as in claim 22 further comprising means for detecting a set of file extension of the shared files. (See col. 19, 22-46.)

Claim 26:

The apparatus for establishing communication sessions as in claim 22 further comprising means for detecting a URL of a competitor. (See col. 20, lines 56-63.)(Fig. 1B (20) depicts third party ad server (competitor) See also col. 18, lines 36-47.)

Claim 27:

The apparatus for establishing communication sessions as in claim 26 wherein the URL of the competitor further comprises an identifier of a webpage of a specific

product of the competitor. (See col. 20, lines 56-63.)(Fig. 1B (20) depicts third party ad server (competitor) See also col. 18, lines 36-47.)

Claim 28:

The apparatus for establishing communication sessions as in claim 27 wherein the means for selecting the agent further comprises means for searching for an agent with a knowledge of the specific product of the competitor.

Landsman does not specifically address searching for an agent with a knowledge of the specific product of the competitor.

However, Wen unequivocally discloses such limitation. (See paragraph 29.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the list of choices available as disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

7. Claims 17-21 and 24-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896) and in further view of Anderson et al. (US 6,684,250.)

Claim 17:

The apparatus for establishing communication sessions as in claim 16 further comprising means for identifying a locale of an IP packet router in a closest relative location to the requester.

Neither Landsman nor Wen addresses the relative location of a router. However, Anderson discloses such limitation extensively. (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 18:

The apparatus for establishing communication sessions as in claim 17 wherein the means for selecting the agent further comprises means for identifying an agent in the identified locale of the closest relative router.

Landsman does not specifically address the relative location of a router and Wen teaches selecting an agent. However, Anderson discloses identifying a server in the identified locale of the closest relative router. (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with

location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 19:

The apparatus for establishing communication sessions as in claim 18 wherein the means for analyzing browser associated information further comprises means for determining an organizational affiliation of the requester from a domain name of the request.

Neither Landsman nor Anderson addresses determining an organizational affiliation of the requester from a domain name of the request.

However, Wen discloses organizational affiliation, (See paragraph 27, last sentence) and domain name (See paragraph 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 20:

The apparatus for establishing communication sessions as in claim 19 wherein the means for selecting an agent further comprises means for retrieving a list of agents qualified to service communication sessions with the determined organization.

Neither Landsman nor Anderson addresses retrieving a list of agents qualified to service communication sessions with the determined organization.

However, Wen discloses such limitation (See paragraphs 28, 29, 30, 31 and 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 21:

The apparatus for establishing communication sessions as in claim 20 further comprising means for transferring a URL of the requester to the selected agent.

Neither Landsman nor Anderson addresses transferring a URL of the requester to the selected agent.

However, Wen discloses such limitation (See paragraph 32.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and with location determination as disclosed by Anderson with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 24:

The apparatus for establishing communication sessions as in claim 23 further comprising means for comparing the file extensions with a communications capability index.

Neither Landsman nor Wen addresses a communications capability index. However, Anderson discloses a confidence factor (an index). (See abstract.)

Landsman, Wen and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers as disclosed by Wen with the index taught by Anderson because it would provide for a confidence index for a transfer to a qualified agent with documentation concerning the problem or product of interest by transferring the customer to said qualified agent.

Claim 25:

The apparatus for establishing communication sessions as in claim 24 wherein the means for selecting the agent further comprises means for searching for an agent with a communication capability index substantially equal to the requester.

This claim is objected to for being dependent upon a rejected claim.

8. Claims 29-31 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896) and in further view of Nixon et al. (US 6,513,060.)

Claim 29:

An apparatus for establishing communication sessions through the Internet, such apparatus comprising:

a website adapted to receive a request from an Internet requester for a communication session with an agent of the website; (See col. 19, lines 22-51.)

a packet analyzer adapted to analyze browser associated information relating to the request; and

an agent selection application adapted to select an agent for the communication session based upon a content of the analyzed browser associated information. (See col. 19, lines 33-51.)

Landsman does not specifically and transparently address selecting an agent for the communication session based upon a content of the analyzed browser associated information. However, Wen goes into the details of establishing a communication session with a website agent. (See paragraphs 18 and 19.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the transfer of an internet chat session between servers disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Neither Landsman nor Wen addresses a packet analyzer adapted to analyze browser associated information relating to the request. However, Nixon extensively discloses this limitation but particularly at col. 20, line 38- col. 24, line 67.

Landsman, Wen and Nixon are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers disclosed by Wen with the monitoring system taught by Nixon because it would provide for determining whether a host web server hosting the best qualified agent have stopped by reporting the web's status enhancing the system administration.

Claim 30:

The apparatus for establishing communication sessions as in claim 29 wherein the packet processor further comprises a TRACEROUTE application adapted to retrieve a list of router identifiers defining a path from the Internet requester to the website.

Landsman does not specifically address retrieving a list of router identifiers defining a path from the Internet requester to the website. However, Wen unequivocally discloses such limitation. (See paragraph 27, last sentence.)(other companies imply other routers.)

Landsman and Wen are analogous art because they both deal with data communications through the Internet. Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman with the list of choices available as disclosed by Wen because it would provide for an efficient way to transfer a customer to another server with documentation concerning the problem or product of interest thus eliminating the need for the customer to begin anew with the description of the problem or product.

Neither Landsman nor Wen addresses a TRACEROUTE application. However, Nixon extensively discloses this limitation but particularly with reference to Fig. 2.

Landsman, Wen and Nixon are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and the transfer of an internet chat session between servers disclosed by Wen with the monitoring system taught by Nixon because it would provide for determining whether a host web server hosting the best qualified agent have stopped by reporting the web's status enhancing the system administration.

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9. Claims 31-38 are rejected under 35 U.S.C. 103(a) as being unpatentable over Landsman et al. (US 6,785,659) in view of Wen et al. (US 2002/0161896) in further view of Nixon et al. (US 6,513,060) and in further view of Anderson et al. (US 6,684,250.)

Claim 31:

The apparatus for establishing communication sessions as in claim 30 wherein the packet processor further comprises an agent selection application adapted to identify an agent in the identified locale of the closest relative router.

Neither Landsman, Wen nor Nixon addresses the relative location of a router. However, Anderson discloses such limitation extensively. (See abstract.)

Landsman, Wen, Nixon and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman, the transfer of an internet chat session between servers as disclosed by Wen and the method for monitoring informational resources disclosed by Nixon with location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with associated documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 32:

The apparatus for establishing communication sessions as in claim 31 wherein the agent selection application further comprises an agent lookup table adapted to retrieve a list of agents in the identified locale of the closest relative router.

Neither Landsman nor Nixon specifically addresses the relative location of a router; Wen teaches selecting an agent. However, Anderson discloses identifying a server in the identified locale of the closest relative router. (See abstract.)

Landsman, Wen, Nixon and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman, the transfer of an internet chat session between servers as disclosed by Wen and the method for monitoring information resources disclosed by Nixon with location determination as disclosed by Anderson because it would provide for an efficacious way to transfer a customer to another server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 33:

The apparatus for establishing communication sessions as in claim 31 further comprising a communication processor adapted to transfer a URL of the requester to the selected agent.

Neither Landsman, Nixon nor Anderson addresses transferring a URL of the requester to the selected agent.

However, Wen discloses such limitation (See paragraph 32.)

Landsman, Wen, Nixon and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and

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with location determination as disclosed by Anderson and the method for monitoring information resources disclosed by Nixon with the transfer of an internet chat session between servers as disclosed by Wen because it would provide for an efficacious way to transfer a customer to a specific server with documentation concerning the problem or product of interest by transferring the customer to the closest available server.

Claim 34:

The apparatus for establishing communication sessions as in claim 29 wherein the browser associated information further comprises a set of shared files from a browser of the requester. (See col. 19, lines 22-46.)

Claim 35:

The apparatus for establishing communication sessions as in claim 34 wherein the set of shared files further comprises a set of file extensions of the shared files. (See col. 19, 22-46.)

Claim 36:

The apparatus for establishing communication sessions as in claim 35 further comprising a file analyzer adapted to comparing the file extensions with a communications capability index.

Neither Landsman, Wen nor Nixon addresses a communications capability index. However, Anderson discloses a confidence factor (an index). (See abstract.)

Landsman, Wen, Nixon and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman and

the transfer of an internet chat session between servers as disclosed by Wen and the method for monitoring information resources disclosed by Nixon with the index taught by Anderson because it would provide for a confidence index for a transfer to a qualified agent with documentation concerning the problem or product of interest by transferring the customer to said qualified agent.

Claim 37:

The apparatus for establishing communication sessions as in claim 36 wherein the file analyzer further comprises a communication capability index.

Neither Landsman, Wen nor Nixon addresses a communications capability index although Nixon teaches a packet analyzer. However, Anderson discloses a confidence factor (an index). (See abstract.)

Landsman, Wen, Nixon and Anderson are analogous art because they all deal with data communications through the Internet.

Hence, it would have been obvious at the time of the invention for an artisan of ordinary skill in the art to combine the agent-based technique taught by Landsman, the transfer of an internet chat session between servers as disclosed by Wen and the method for monitoring information resources disclosed by Nixon with the index taught by Anderson because it would provide for a confidence index for a transfer to a qualified agent with documentation concerning the problem or product of interest by transferring the customer to said qualified agent.

Claim 38:

The apparatus for establishing communication sessions as in claim 34 wherein the set of shared files further comprises a cookie left by another server. (see col. 19, lines 35-41.) (A cookie is a block of data that a web server stores on a client system.)

Conclusion

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Emmanuel Coffy whose telephone number is (571) 272-3997. The examiner can normally be reached on 8:30 - 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-3997. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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EC
Mar 28, 2005


SALEH NAJJAR
PRIMARY EXAMINER